AimBetter SQL Server Monitor

November 2018

Installation Guide

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Preconditions:

- Check if port 443 is open by the following link: <u>https:/api.montarget.com/</u>
- If you see the robot icon it means that the port is open.

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- It is recommended to perform the installation in the SQL Application server itself.
- If you wish to install more than one instance, verify that you have the licenses required to add the additional instance.

If you have any issues, please contact our support team at International: <u>+1 (650) 449-8622</u> Israel: <u>+972 (73) 2313900</u>

Installation:

- 1. Create your account by the following link: <u>https://app.AimBetter.com/signup/</u>
- 2. Fill in the following form all fields are mandatory.

	All fields are required.
Your Name	
First and Last Name required	
Your Phone Number	
You phone number	
Your Email Address	
yourname@domain.com	
Your Company	
Your company full name	
Select Your Timezone	
Location	

Read the Terms of Service and if you agree, click 'Submit'



3. You will receive 'AimBetter Account Confirmation' mail to your specified email. Click the 'Verify Email Address' box.



4. You will receive an email with your identifier and a license key. Please read the information carefully.

Welcome STAR, HIGHLIGHT, or ARCHIVE THIS EMAIL for future reference.				
Your AimBetter license key is: aef34c2547hvdd3d4ghj Your identifier is: YOUR COMPANY ID				
Please provide these license and identifier details on install.				
Please read and follow these steps carefully!				
a) Read the AimBetter Agent technical requirements HERE				
b) Download the AimBetter Agent from HERE				
c) Read the instructions for installation HERE				
d) In case you need technical support about installation, contact us at support@aimbetter.com or call 1-650-449-8622.				
Important notice: This is the license for a single SQL Server instance on one server. If you require different coverage, please consult with us via email at sales@aimbetter.com, or discuss with our marketing department on 1-650-449-8622.				

5. From the computer where you want to install the AimBetter agent, download the setup file from <u>https://update.AimBetter.com/AimBetter_Agent.zip</u>. On some computers you may see the following warning. It is safe to proceed

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Opening https://update.aimbetter.com/AimBetter_Agent.zip

Some files can contain viruses or otherwise be harmful to your computer. It is important to be certain that this file is from a trustworthy source.

Would you like to open this file?

- 6. Unzip the download and save the file into a suitable folder.
- 7. Double-click on AimBetter.exe
- 8. Depending on the operating system on which you are installing, you may see a warning that the application publisher is unrecognized. It is safe to continue.

Windows protected your PC	×
Windows Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk. App: AimBetter.exe Publisher: Unknown publisher	Open File - Security Warning
	Publisher: Unknown Publisher Type: Application From: C:\Users\elia\AppData\Local\Temp\RarSEXa0.849 Run Cancel
Run anyway Don't rur	n

You will then see the launch of the install process



9. On completion, on the next screen, click Next:

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10. Accept the Terms and Conditions by selecting that option, then click on the Next:

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11. You are now ready to install. Click the Install button on the final screen.

付 AimBetter system - InstallShield Wizar	d		×
Ready to Install the Program The wizard is ready to begin installation.		AimB	etter
Click Install to begin the installation.			
If you want to review or change any of y exit the wizard.	our installation (settings, click Back. C	lick Cancel to
InstallShield	< Back	Install	Cancel

Activating the account

12. You will now see the activation screen. Click on 'Activate your account': Your account is not activted yet, Click to activate your account



13. Enter the License Key and Identifier which you received in the confirmation email, then click on 'Activate my account.'

Account Activation	ification					
Please enter your	account info	🔵 Api statu	re-check			
License Key Identifier						
	A	Activate my account				
P Help			< Back	Next	: >	Cancel

Note: In case you lost the License Key & Identifier, you have to locate it in your mailbox or contact AimBetter support at: support@aimbetter.com, to receive a replacement.



14. Wait until you see the below message, then click Next.

Activate	my account	
Your account is verified, click new	d to continue	
< Back	Next >	Cancel

If you did not see this confirmation, check your License Key & Identifier and that port 433 is open.

Service Settings

15. Choose one of the following: 'Local system account' or 'This account'.

Account Activ	ation		_ =
Service	Settings		
Set service re	untime account		<u>_</u>
Log on as:	🔘 Local system ac	count	
	This account		
	Password		
		Save	
	< Back	Next >	Cancel

- Choose 'Local system account' if you installed the agent on the server you want to monitor.
- Choose 'This account' if you installed the agent on a different computer for monitoring a remote server, in which case enter username and password of an account inside the domain.

Note: Verify that any choice you selected has admin privileges both on Windows and the SQL Server.

16. Click Next:

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Note: If you received the error below, it means that the user has insufficient permissions to run the service on a remote server. You will need to provide domain sysadmin privilege.

ccount Activ	ration		_ 0
Service	Settings		
Set service i	untime account		
Log on as:	🔵 Local system ad	ccount	
	This account	\administrator]
	Password	•••••]
		Save	
Error code:	22 Please refer your s	ystem administrator for h	elp

When all steps up to here have been completed, you will receive a confirmation. Click 'Finish' to proceed.





Adding servers

17. For an initial setup, you will see the following screen. Click "Add New Server' to proceed.

ø	Aimsetter Configuration	
Hests		
🔮 Add Host 🚱 Reload data 🚳 Setti	gi	
	Oversether and formation does not analytic and	
	Currently your configuration does not contain any server	
	Click to add your first server	
	Add New Server	

18. Click to add the server that AimBetter Agent will monitor:

Fill in the remote server's details:	New Server
Name : Server identifier IP/Name*: Server name or IP	Name:
*It is preferable to enter the fully qualified server name.	Credentials type: Windows Authentication User name: Password: Cancel Save

- To identify the name of the computer, go to 'Server Management' > 'Local Server'
- 19. Finally, you should see the two green lights as shown below

C 1041400-40		spacecom-erp server settings						
	Sener ID Sener digitaj name: Sener ID address Sener ID address Sener status Whit status	4 190009-19 192.101.18 19.040 n.040	Credentials type: Dier name Pairword	NT, ALTHORN, DICEM	Ean Delete Hort			
	Cu	rrently This ser	ver does not co Click to add ne Add New XX	ntain any databas w DB	es.			

Server status: red light means - no ping was established. Check the name/IP details **WMI**: red light means you don't have permission. For more information and suggestions to fix, see our article <u>here</u>. If there is a green light and no data is being received properly, make sure the WMI service is up.



20. Click on 'Add New SQL', and add the relevant instance of the SQL Server:

Currently This server of	does not contain any databases.
Click	to add new DB
	Add New SQL

Name: Server identifier.

Server: Name of the SQL Instance.

Authentication: Choose the appropriate option

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cation 💌
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ication

Note: If you want to configure the login as Windows Authentication, then the user should have administrator permissions.

Note: If the connection still does not work, check if there is more than a single instance on the server and that you are connected to the right instance.

21. Reload Data

Click on 'Reload Data' to recheck all servers are ok:

Hosts	
pacecom-erp	Server ID Server displaş Server IP addı Server sta WMI stat





Note: Make sure that all data is being received correctly.

Restarting AimBetter service:

- 22. Exit from the AimBetter install application by clicking on the X (top left-hand corner)
- 23. Launch the Server Manager \rightarrow Services \rightarrow highlight AimBetter agents \rightarrow STOP



- 24. After the service has been stopped, click on 'START'.
- 25. Send users' login detail to AimBetter (username & password for each user).
- 26. To access AimBetter, open the following link: <u>https://app.AimBetter.com</u>
- 27. Enter username and password:

User name
Password
Remember me
Login

28. Users should read and become familiar with the documentation, especially <u>here</u>. If there are any issues, please contact AimBetter support at <u>support@AimBetter.com</u>

FAQ

Q: I cannot activate my account.



A: Verify that you've typed the correct identifier and license key. Maybe your communication port 443 is blocked, please advise your IT services.

Q: SQL Server is not properly monitored

A: make sure that you typed the correct name of the instance in AimBetter configuration. Make sure that you typed the correct full name of the server instead of IP Configuration.

Q: I cannot restart the AimBetter service:

A: Try restarting it from Microsoft server options:

- Go to Services: Click Start
- In the Start Search box, type Services > MSc
- Press Enter

In Windows server 2012, you can find it here:

2	Server Manager		_ 0 X
€∋- Server I	Manager • Dashboard	• 🕲 🇗 Manage	Tools View Help
E Dashboard	WELCOME TO SERVER MANAGER		Computer Management Defragment and Optimize Drives
Local Server All Servers	Configure this li		Event Viewer (SCSI Initiator

Select AimBetter Agent:

	9	Services					×
1	File Action View	Help					
ł	🗢 🌩 🔝 🖾) 🕞 🛛 📰 🕨 🔳 🕪 👘					
	🏩 Services (Local)	Services (Local)					
		AimBetter Agent Service	Name 🗖	Description	Status	Startup Type	Log ^
1		-	🕞 AimBetter Agent Service 👘		Running	Automatic	Aad
1		Stop the service	Application Experience	Processes a		Manual (Trig	Loc =
f		Kestart the service	Application Identity	Determines		Manual (Trig	Loc
I		1	Application Information	Facilitates t		Manual	Loc

Click on Restart:

	9	Services				_ 0	x
1	File Action View	Help					
ł	🗢 🌩 🔝 🖾	à 🗟 📲 🖬 🕨 🖬 🕪					
	🍓 Services (Local)	Services (Local)					
		AimBetter Agent Service	Name 🗖	Description	Status	Startup Type	Log ^
1			🔍 AimBetter Agent Service 👘		Running	Automatic	Aad
1		Stop the service	Application Experience	Processes a		Manual (Trig	Loc 🗏
۱		Kestart the service	Application Identity	Determines		Manual (Trig	Loc
			Application Information	Facilitates t		Manual	Loc

If there are any issues, you need to check the firewall settings.

Q: WMI is blocked:

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A: Review the documentation about WMI here.

In case no ping is possible, ask the system personnel to enable it via firewall or use the following link:

Attached is a link to a document for handling a server that has WMI problems:

Q: Problem when adding instance:

A: It is possible that the problem is due to that the agent tries to contact the instance in port 1433 (Default port) but the configuration uses another port for security reasons.

A: Check the port of the instance and register is field 'server': the instance name, port number, for example: LAVIE, 54,116

To find the port used by the client, run the following script:

USE master GO xp_readerrorlog 0, 1, N'Server is listening on' GO

Q: AimBetter Service lead to high CPU Utilization:

A: There are two main factors that can cause a high levels of CPU utilization:

• Server Replication - In this case we create a situation in which we monitor two places.

The solution:

- There is no write permissions for the Agent.
- The solution:

Delete the log file, restart the service, and allow write privileges for the user that run the service.

Q: How to connect to the relevant Instance by the appropriate port?

A: Sign in to SQL Server Configuration and you will identify the port number to connect to the SQL.

- SQL Server Configuration Manager \rightarrow SQL Server Network Configuration \rightarrow Protocols for SQL MSSQLSERVER \rightarrow TCP/IP \rightarrow TCP Port
- Try to connect to the SQL with the named Instance including the port number.

If the connection succeeds, you will copy the above address to AimBetter Configuration.

If you have any issues, please contact our support team at <u>International: +1 (650) 449-8622</u> Israel: +972 (73) 2313900



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Specifications

For details of the agent requirements and general specifications, see our documentation here